

TO: Secretary Riley
FROM: COO Greg Woods
OSFA
RE: Weekly Report
DATE: September 19, 2000

PRINCIPAL OFFICE'S WORK ON PRESIDENTIAL INITIATIVES

Nothing to report.

OFFICIAL'S ACTIVITIES

USA Today Hotline: The 13th Annual USA Today College Admissions and Financial Aid Hotline will take place on October 3, 4 and 5, 2000, in Arlington, Virginia. COO Greg Woods, SFA volunteers, and admissions and financial aid professionals will assist in answering phone calls from inquisitive parents and students seeking advice and information on federal student financial assistance. These hotlines have become immensely popular over the years, generating thousands of phone calls.

Access America For Students (AAFS): COO Greg Woods, Chairman of the AAFS Steering Committee, will convene a meeting of the Committee on October 5, 2000 at the White House.

Leadership Forum: COO Greg Woods is invited to speak at the Leadership Forum on October 16, 2000, at American University in Washington, D.C.

DEPARTMENT NEWS

SFA Employee Satisfaction Survey: The third SFA employee satisfaction survey will be conducted within the next few weeks. Gallop will conduct this survey which will be more extensive and comprehensive than the first two surveys. Not only will responses be gathered by Channel, but each work team will also see the results for their group. In addition, each team will develop an action plan to address the issues that affect that particular team.

Direct Loan Program: The Direct Loan Program has approximately 4.7 million active borrowers (with a total of 5.4 million borrowers), with a portfolio of about \$66 billion. Approximately ten percent of borrowers in repayment use the Electronic Debit Account method to repay their loans.

2001-2002 Delivery System Videoconference: A videoconference is scheduled for October 26, 2000. The working title is "Get Connected for the New Millenium: Application and Delivery System Update." Topics to be covered include the School Portal, paper FAFSA, Spanish FAFSA on The Web, and other redesign changes.

CONGRESSIONAL TESTIMONY

Nothing to report.

LEGISLATIVE ACTIVITY

Nothing to report.

REPORTS

Nothing to report.